

ABSTRACT

Method and System of Ordering Provisioning Request Execution Based on Service Level Agreement and Customer Entitlement

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A solution provided here comprises receiving requests for a service from a plurality of customers, responding to the requests for a service, utilizing a shared infrastructure, and configuring the shared infrastructure, based on stored customer information. Another example of such a solution comprises:

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analyzing at least one provisioning request;  
assigning a priority to the provisioning request, based on  
performance data and

stored customer information;

configuring a shared infrastructure, according to

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the provisioning request and  
the priority; and

responding to requests for services, utilizing the shared infrastructure.